



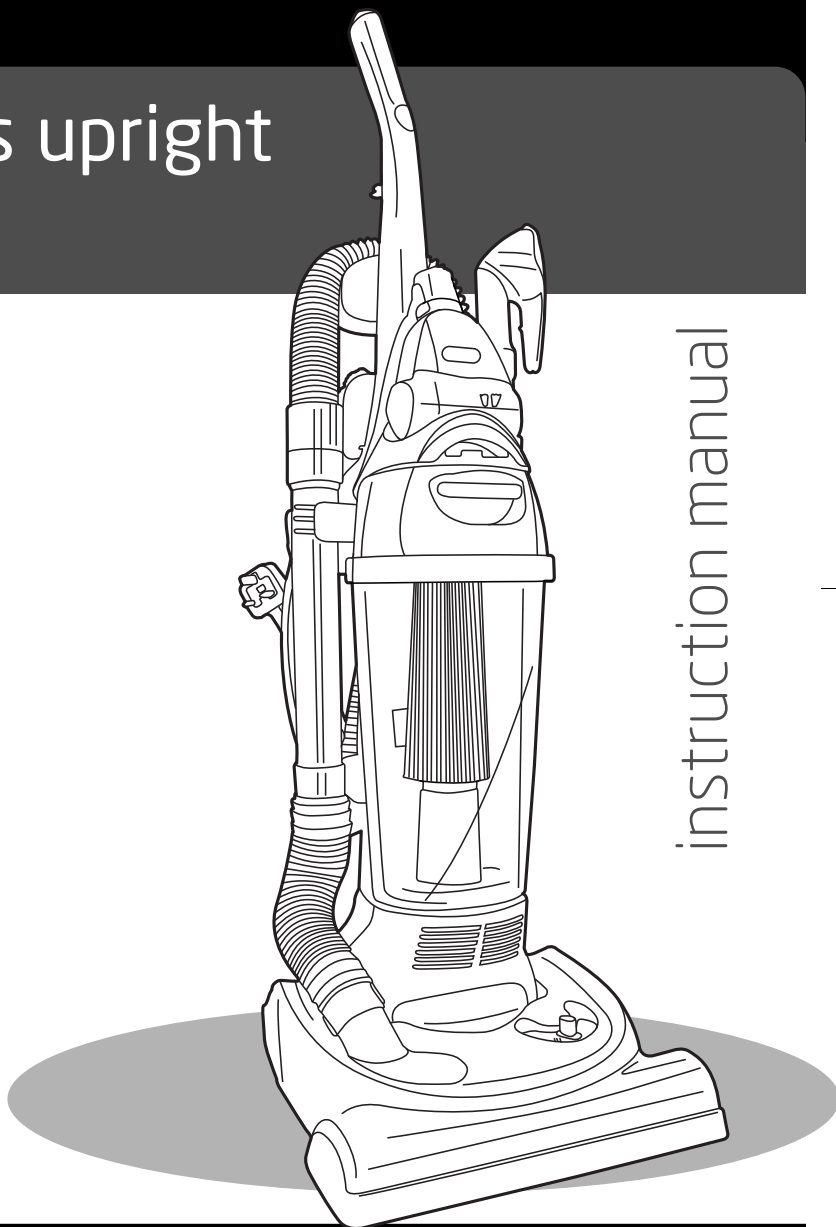
Vax careline  
0870 6061248

# Bagless upright

**TURBO  
FORCE**

Vax model number:

V-060  
V-060U  
V-060R  
V-060P  
V-060C  
V-060A  
V-060PP  
V-060XT  
V-060PA

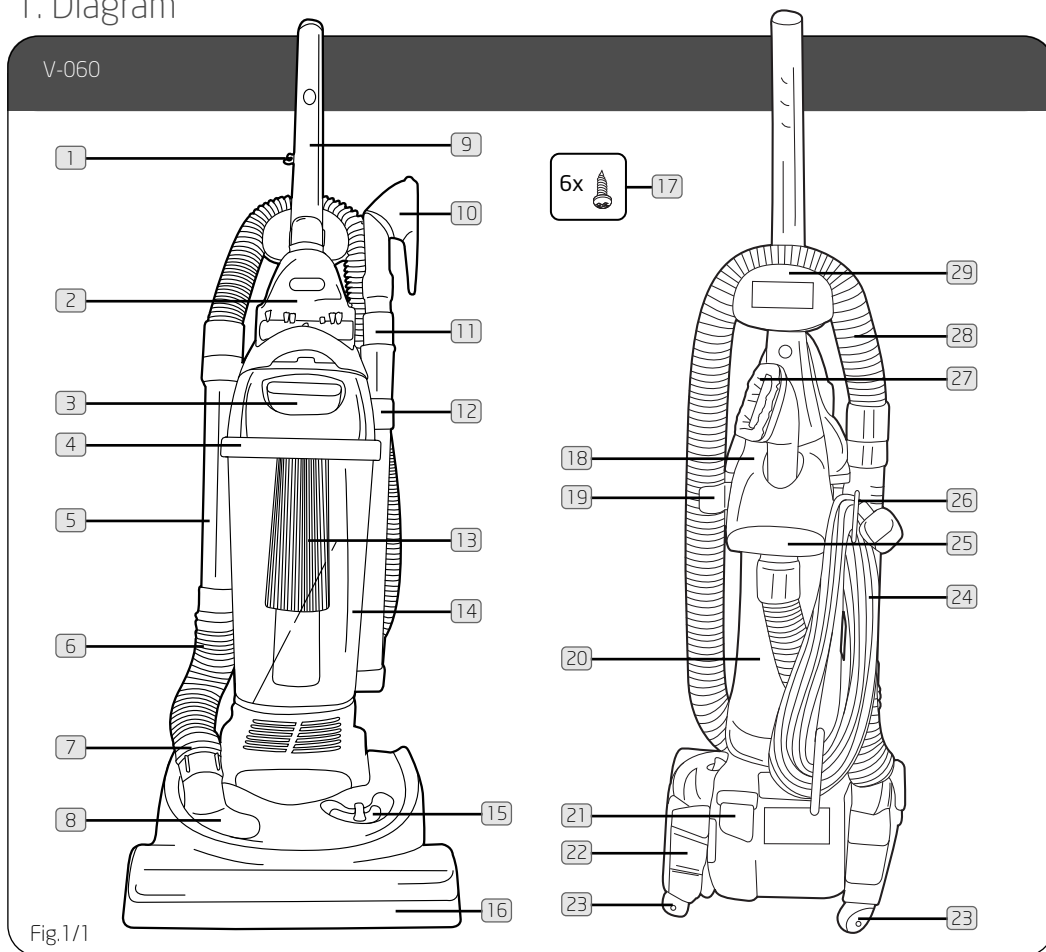


instruction manual

[www.vax.co.uk](http://www.vax.co.uk)

Please read carefully before using this cleaner.  
Always fully extend the mains cable before use.  
Retain for future reference.

# 1. Diagram



- |                                                                                                                                                                                  |                                                                                                                              |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------|
| 1 Cable clip                                                                                                                                                                     | 15 Brushbar height adjust                                                                                                    |
| 2 TurboTool                                                                                                                                                                      | 16 Scuff guard bumper                                                                                                        |
| 3 Dirt container release latch                                                                                                                                                   | 17 Six (6) screws                                                                                                            |
| 4 Dirt container lid                                                                                                                                                             | 18 Upper tool caddy                                                                                                          |
| 5 Hose tube                                                                                                                                                                      | 19 Hose clip                                                                                                                 |
| 6 Lower hose                                                                                                                                                                     | 20 Back panel                                                                                                                |
| 7 Lower hose cuff                                                                                                                                                                | 21 On/off pedal                                                                                                              |
| 8 Clear dirt path window                                                                                                                                                         | 22 Handle release pedal                                                                                                      |
| 9 Handle                                                                                                                                                                         | 23 Swivel wheels                                                                                                             |
| 10 Stair tool (V-060R, V-060C)                                                                                                                                                   | 24 Power cord                                                                                                                |
| 11 Crevice Tool (inside extension tube)                                                                                                                                          | 25 Carry handle                                                                                                              |
| 12 Extension tube                                                                                                                                                                | 26 Cord wrap with quick cord release                                                                                         |
| 13 Pleated HEPA filter (V-060, V-060U, V-060R, V-060A, V-060PP, V-060 T)<br>HEPA, antibacterial and carbon filter (V-060P, V-060PA only)<br>HEPA and carbon filter (V-060C only) | 27 Dusting brush                                                                                                             |
| 14 Dirt container                                                                                                                                                                | 28 3.1 m stretch hose (V-060, V-060U, V-060P, V-060A, V-060PP, V-060 T)<br>4.2m super stretch hose (V-060R, V-060C, V-060PA) |
|                                                                                                                                                                                  | 29 Hose Caddy                                                                                                                |

## 2 parts overview

## 2. Safety Information

### For Household Use Only

When using the vacuum cleaner, basic safety precautions should always be observed, including the following:

1. Only use the vacuum cleaner indoors on dry surfaces.
2. Turn off the vacuum cleaner controls before connecting or disconnecting from the mains supply.
3. Always unplug the vacuum cleaner before connecting or disconnecting the vacuum hose and accessories.
4. Children should be supervised to ensure that they do not play with the appliance.
5. This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by person responsible for their safety.
6. Use only as described in this manual. Use only the manufacturer's recommended attachments.
7. Do not use the vacuum cleaner if it has been dropped, damaged, left outdoors or dropped into water. Do not use the vacuum cleaner with a damaged cord or plug. If the supply cord or plug is damaged, return the vacuum cleaner to a Vax Authorised Service Agent or suitably qualified person for examination, repair or adjustment.
8. Do not pull or carry by the cord. Do not use the cord as a handle, close a door on the cord or pull the cord around sharp edges or corners. Do not run the vacuum cleaner over the cord. Keep the cord away from heated surfaces.
9. Do not handle the plug or vacuum cleaner with wet hands. Do not use outdoors or on wet surfaces.
10. Do not put any objects into openings. Do not use with any openings blocked and do not restrict air flow. Keep all openings free of dust, lint, hair or anything that may reduce airflow.
11. Keep hair, loose clothing, fingers and all parts of the body away from openings and moving parts.
12. Do not pick up hot coals, cigarette butts, matches or any hot, smoking or burning objects.
13. Do not pick up flammable or combustible materials (lighter fluid, petrol, kerosene, etc) or use in the presence of explosive liquids or vapours.
14. Do not vacuum up harmful or toxic material (chlorine bleach, ammonia, drain cleaner, etc).

15. Do not vacuum up hard or sharp objects such as glass, nails, screws, coins, etc.
16. Do not use without the filters in place.
17. Take extra care when vacuuming on stairs.
18. Keep vacuuming area well lit.
19. Store the vacuum cleaner indoors in a cool, dry area.
20. Turn off the on/off switch before unplugging the vacuum cleaner.
21. Use only CE-approved 13 amp extension cords. Non-approved extension cords may overheat. Care should be taken to arrange the cord so that the cord cannot be pulled or tripped over.

 **WARNING:** Always switch off and unplug the vacuum cleaner from the electrical outlet before assembling, opening or emptying the dirt container, or before connecting/disconnecting the attachments.

 **CAUTION:** The vacuum cleaner is a very powerful unit. Before plugging the cord into the electrical outlet, make sure the switch is in the 'off' position. Hold the vacuum cleaner firmly when starting and in use.

 **IMPORTANT:** If the inlet or hose is blocked, switch off the vacuum cleaner and remove the blockage(s) before re-starting the vacuum cleaner.

 **IMPORTANT:** Cleaning filters improves vacuum performance. For models with filters that have washable outers (V-060P, V-060C, V-060PA), please note the filters must be given 24 hours to dry after rinsing before being placed back into the cleaner.

This vacuum cleaner is intended for household use only and not for commercial or industrial use.

### Motor Thermostat

**IMPORTANT:** The motor is equipped with a thermal cut-out. If for any reason, the vacuum cleaner should over-heat, the thermostat will automatically turn the unit off. Should this occur, unplug the vacuum cleaner from the electrical outlet and turn off the switch. Remove the dirt container and empty. Clean the filters. Allow the cleaner to cool for approximately one (1) hour. To re-start, plug into an electrical outlet and switch back on.

### Soft-start

**IMPORTANT:** Models V-060U, V-060R, V-060P, V-060C V-060PP, V-060XT, V-060PA are fitted with a soft-start system. When the unit is switched on, the motor will take a few seconds to build up to full power. The purpose of this function is to offer better protection to the vacuum motor.

### 3. How to Assemble

**!** **IMPORTANT:** Always unplug the vacuum cleaner from the electrical outlet before assembling or removing the accessories.

**Tool required:** Phillips screwdriver

1. Slide the back panel onto the base (Fig.3/1). Connect lower hose to base by sliding it over the connector and twisting to secure.

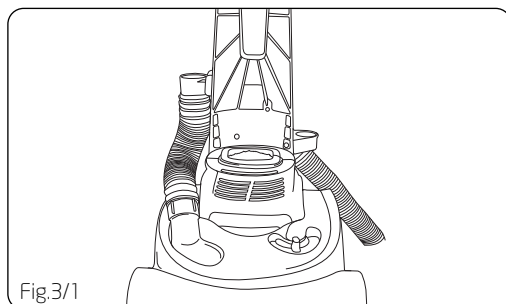


Fig.3/1

2. To secure, insert the two (2) screws into the front of the back panel (Fig.3/2).

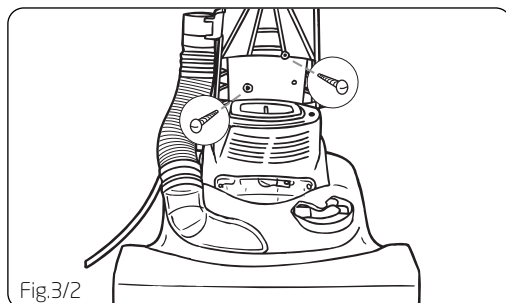


Fig.3/2

3. Slide the end of the hose onto the back panel inlet. Turn anti-clockwise to secure (Fig.3/3).

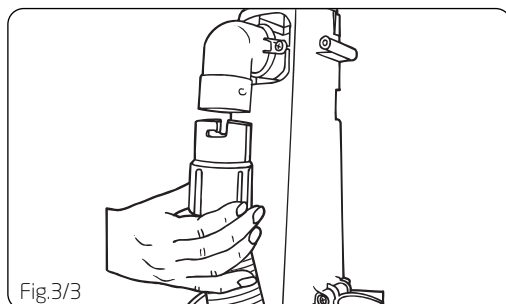


Fig.3/3

4. Align the carry handle holes with the holes on the back panel. Slide the handle forward. Insert two (2) screws into the holes and tighten until secure (Fig.3/4).

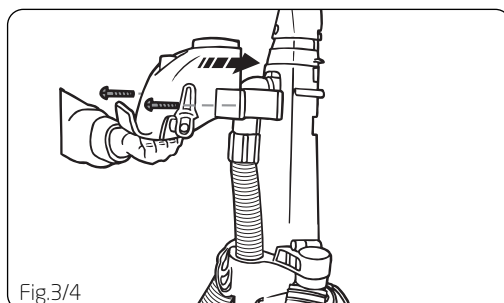


Fig.3/4

5. Place the upper handle onto the upright back panel (Fig.3/5).

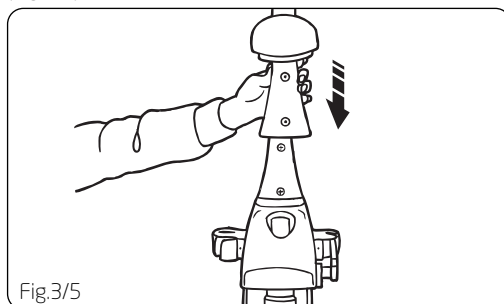


Fig.3/5

6. Attach the TurboTool clip into the TurboTool caddy (Fig.3/6).

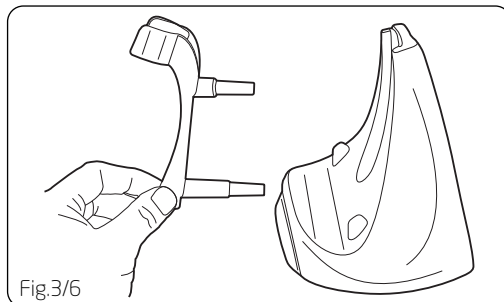


Fig.3/6

7. Place the TurboTool caddy onto the front of the vacuum lower handle (Fig.3/7).

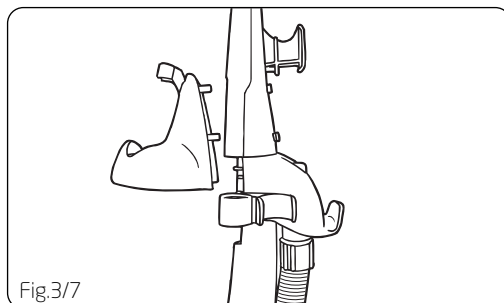


Fig.3/7

8. Insert the two (2) screws into the back of the handle and screw them into the tool caddy. Tighten until secure (Fig.3/8).

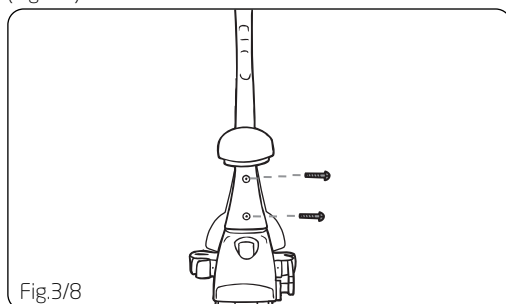


Fig.3/8

9. Clip the TurboTool® onto the front of the TurboTool® caddy (Fig.3/9).

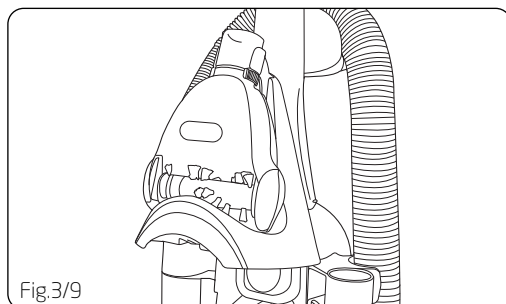


Fig.3/9

10. Wrap the hose around the back of the hose caddy. Push the hose tube down into the right side of the cleaner to secure (Fig.3/10).

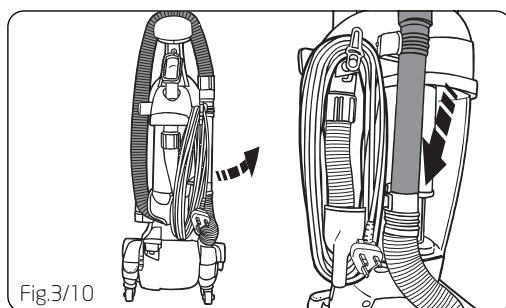


Fig.3/10

11. Align the tabs on the clear dirt path window with the slots on the lower hose cuff. Push and turn the hose clockwise until secure (Fig.3/11).

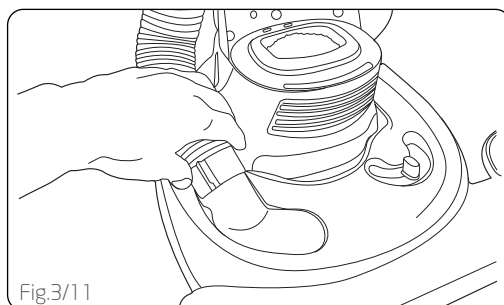


Fig.3/11

12. Attach the tools. Slide the dusting brush onto the post in the upper tool caddy with the bristles facing out (Fig.3/12A). Slide the extension tube/crevice tool into the round opening on the front of the right side of the tool caddy. Insert the stair cleaning tool into the top of the extension tube (Fig.3/12B) (V-060R, C-060C only).

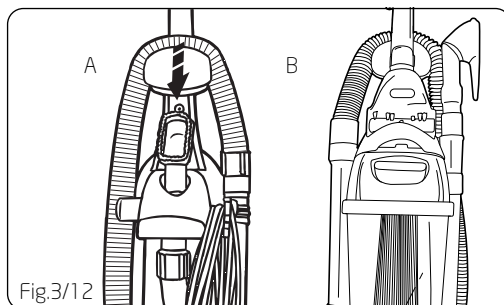


Fig.3/12

13. Ensure the filter is secure by pressing it firmly into its holding in the bottom of the dirt container. Align the slots on the lid with the tabs on the dirt container. Push the lid down and twist clockwise. Use the arrow marked on the lid to ensure that the dirt container and lid are aligned properly (Fig.3/13).

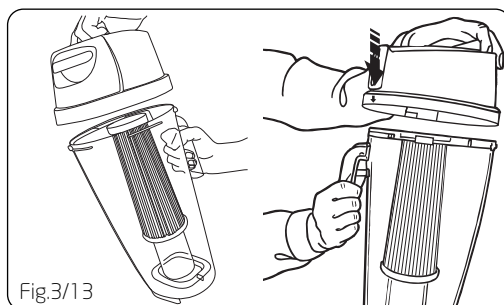


Fig.3/13

14. Insert the tab on the bottom of the dirt container into the rectangular slot on the cleaner (Fig.3/14).

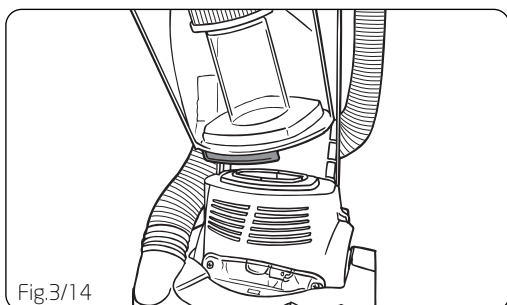


Fig.3/14

15. To secure the dirt container push the top in place, there will be an audible click when it is secure (Fig.3/15).

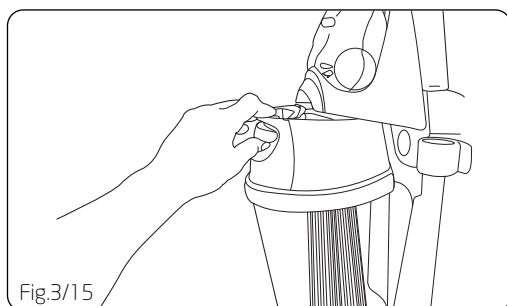


Fig.3/15

## 4. How to Operate

### Cord Release

Release the power cord by turning the quick cord release. The cord should be inserted into the cord guide while vacuuming to keep it out of the way (Fig.4/1)

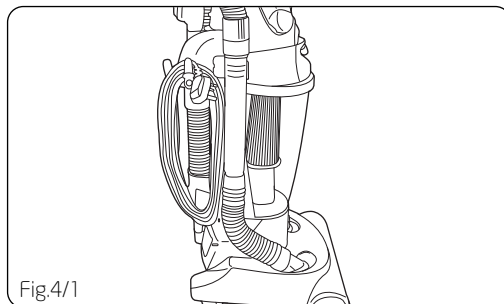


Fig.4/1

### Adjustment for Different Floor Types

Slide the height adjust lever to match the surface being cleaned (Fig.4/2).

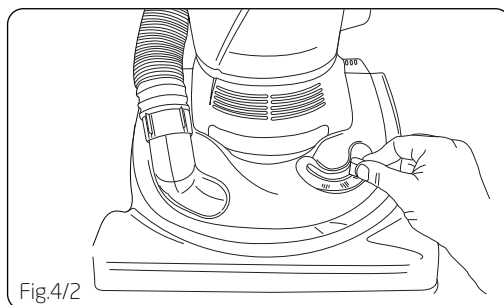


Fig.4/2

**NOTE:** For easiest adjustment, place cleaner in full upright position.

**⚠ CAUTION:** The brushbar continues to rotate at all times while the vacuum cleaner is on. Keep hair, loose clothing, fingers and all parts of the body away from the brush area while the vacuum cleaner is on. The vacuum cleaner must be in the upright position to lift the rotating brushbar off the carpet when cleaning above the floor. Vax recommend that the brushbar height adjust is turned to its highest position when using the tools.

### On/off Pedal

Plug the cord into the electrical outlet. Turn the vacuum cleaner on by depressing the foot switch located on the back left side of the vacuum cleaner (Fig.4/3A). The vacuum cleaner can be turned off by pressing the on/off switch again.

### Handle Release Pedal

To release the handle, push the handle release pedal located on the lower left side of the cleaner (Fig.4/3B).

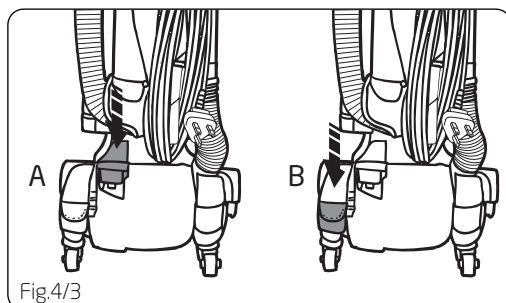


Fig.4/3

### Floor/Carpet Cleaning

Move the handle to the desired position for storage (A), and normal operation (B). De-press the handle release pedal again to clean under furniture (C) (Fig.4/4).

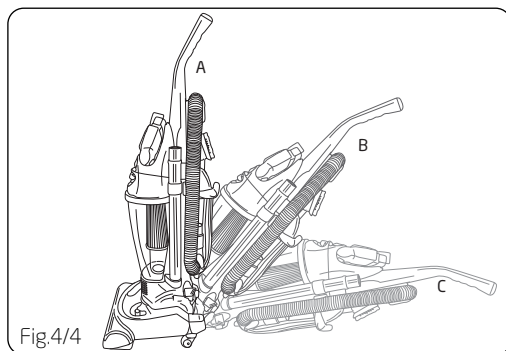


Fig.4/4

## 5. Accessories

**! IMPORTANT:** The vacuum cleaner must be in the upright position to raise the brushbar. The brushbar height adjust must also be at its highest position.

1. Remove the hose from the tool caddy (Fig.5/1).

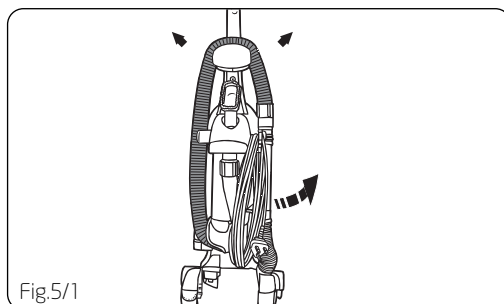


Fig.5/1

2. Choose any of the handy on-board accessories or use the hose alone. Simply push the attachment firmly onto the end of the extension tube or hose handle. To remove the accessory, twist and pull apart gently (Fig.5/2).



Fig.5/2

### Extension Tube

If additional length is needed, use the extension tube and/or crevice tool. Pull the crevice tool out of the extension tube or hose handle. To remove the tool, twist and pull apart gently.

**NOTE:** The crevice tool is stored inside the extension tube (Fig.5/3).

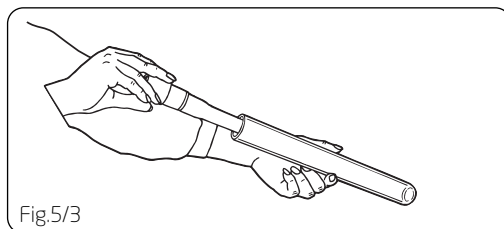


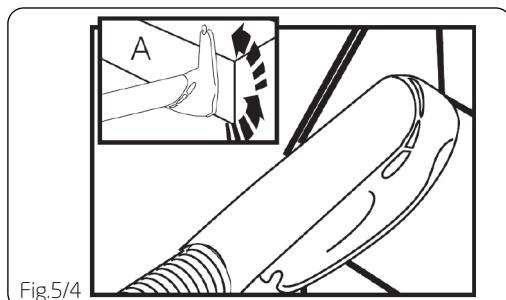
Fig.5/3

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**Crevice tool:** for crevices, corners and cracks etc.

**Dusting brush:** for delicate surfaces and skirting board.

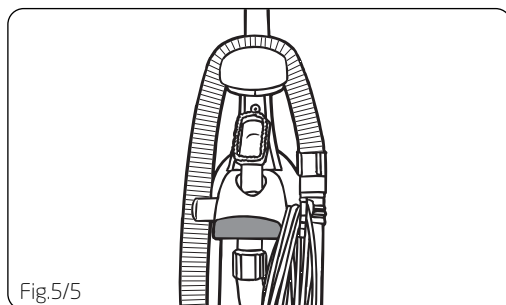
**Stair tool (V-060R, V-060C only):** for stairs, upholstery and curtains. Twist the head tool for best contact with stair treads and risers (Fig.5/4).



**TurboTool:** for excellent pick up of pet hair and for stair and upholstery cleaning. Attach to hose tube or extension tube as per all other accessories. For best results, use backward strokes on the surface you are cleaning.

#### Carry Handle

Use the carry handle on the back of the vacuum cleaner to move the cleaner from room to room (Fig.5/5).



**NOTE:** Check that the dirt container is securely in place before lifting the vacuum cleaner.

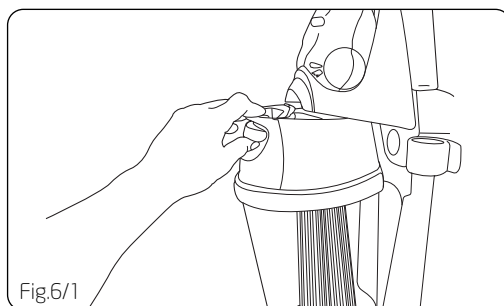
## 6. Dirt Container & Filter: Removal and Replacement

**WARNING:** To reduce the risk of injury from moving parts, unplug before servicing.

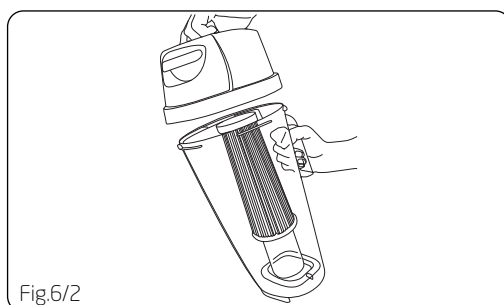
**NOTE:** Unplug the vacuum cleaner before changing filter.

**NOTE:** For best performance, replace filter annually.  
**Cleaning the Central Filter**

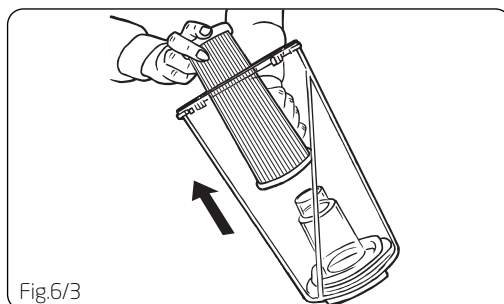
1. Press the latch above the dirt container and remove the dirt container from the vacuum cleaner (Fig.6/1).



2. Remove the dirt container lid by turning it anti-clockwise (Fig.6/2).



3. Hold the dirt container and grasp the top of the filter. Twist and pull the filter up and out (Fig.6/3).



4. Empty the dirt container completely (Fig.6/4).

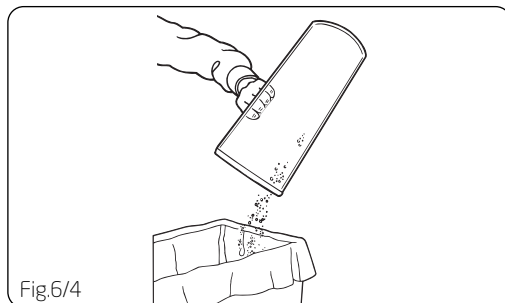


Fig.6/4

5. Each time the dirt container is emptied, the filter should be cleaned. Tap the filter against the side of a rubbish bin until the dust stops falling from the filter. The outside of the filters from V-060P, V-060C and V-060PA can be cleaned under cold running water. Allow 24 hours before replacing into cleaner. Return the filter to the dirt container. Push the filter into place to prevent dirt leakage (Fig.6/5).

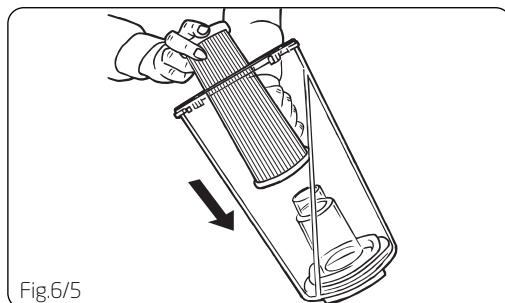


Fig.6/5

6. Align slots on the lid with the tabs on the dirt container (Fig.6/6A). Push the lid down and twist clockwise.

**NOTE:** There is a guideline on the back of the dust container lid. Align the line with the arrow on the dirt container and turn clockwise until secure (Fig.6/6B).

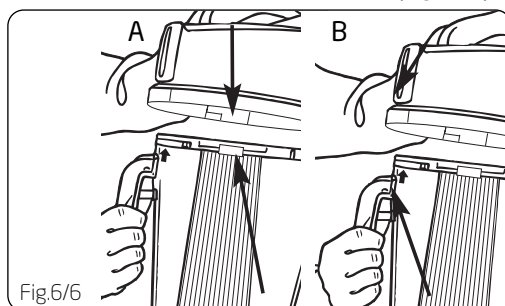


Fig.6/6

7. Return the dirt container to the vacuum cleaner. Set the aligning tab on the bottom of the dirt container into the rectangular slot on the cleaner (inset). Push to click into place (Fig.6/7).

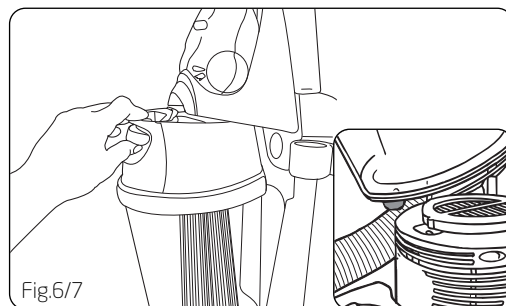


Fig.6/7

## 7. Rotating Brushbar: Removal and Replacement

**WARNING:** To reduce the risk of injury from moving parts, unplug the cleaner before changing belt or the rotating brushbar.

**Tool required:** Phillips screwdriver

### To Remove the belt

1. Lay the vacuum cleaner flat and turn it over to expose the nozzle base. The base should lay flat and face upwards. To remove the nozzle guard, use a Phillips screwdriver to remove the five (5) screws. Arrows show the location of the screws (Fig.7/1).

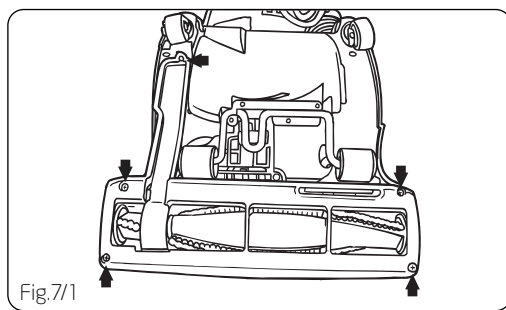


Fig.7/1

2. Lift the nozzle guard (Fig.7/2).

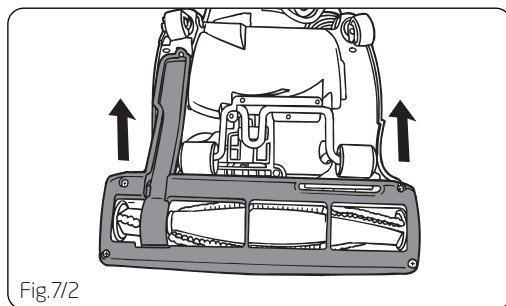


Fig.7/2

3. Lift and remove the brushbar and dispose of the belt (Fig.7/3).

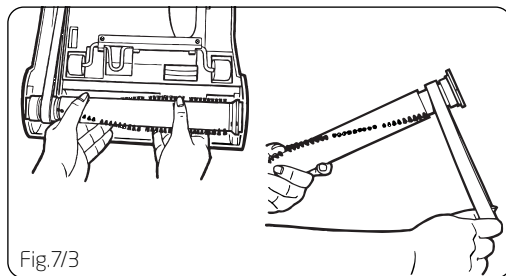


Fig.7/3

### To Replace the Belt or Brushbar

1. Slide the belt onto the motorshaft (Fig.7/4). Then slide the brushbar into the belt.

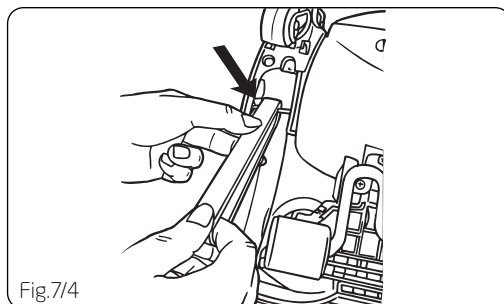


Fig.7/4

2. Place the new belt in the area of the brushbar without bristles (Fig.7/5).

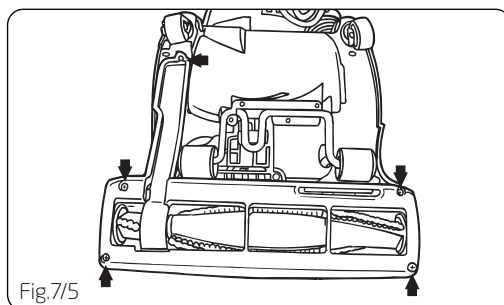


Fig.7/5

3. With the new belt in place, pull and slide the brushbar into the nozzle, making sure that the end caps are in the correct orientation (Fig.7/6A). Rotate the brushbar manually to make sure the belt is properly aligned (Fig.7/6).

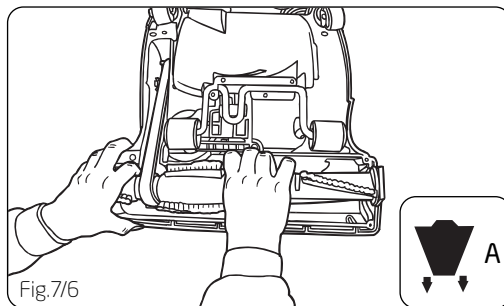


Fig.7/6

4. Re-attach the nozzle guard (Fig.7/7)



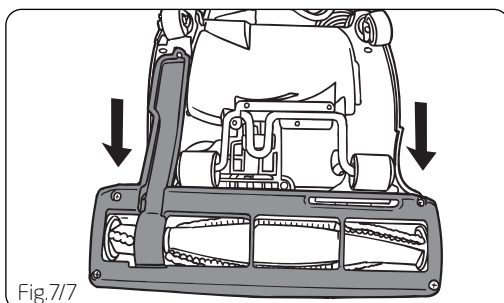


Fig.7/7

5. Replace all five (5) screws to secure the nozzle guard (Fig.7/8).

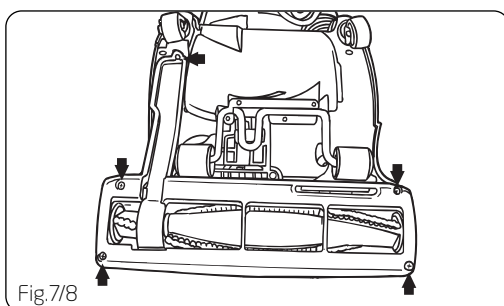


Fig.7/8

## 8. Clearing Blockages

**WARNING:** To reduce the risk of injury from moving parts, unplug before servicing.

1. Check to see if dirt container is full. Empty and clean the dirt container filter.
2. Unwrap the hose from the caddy. Remove any obstruction if visible in the end of the hose (Fig.8/1).

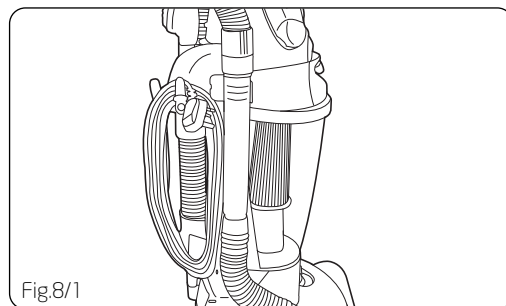


Fig.8/1

2. Undo the hose from the back panel dirt tube. Remove any obstruction (Fig.8/2).

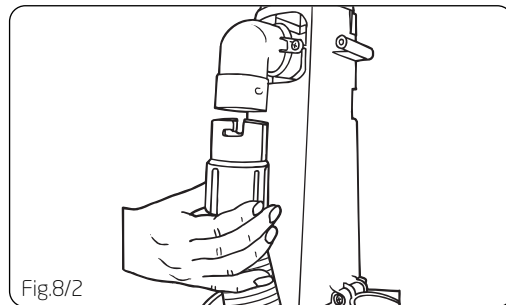


Fig.8/2

3. Undo the hose from the clear dirt passage window and remove any obstruction (Fig.8/3).

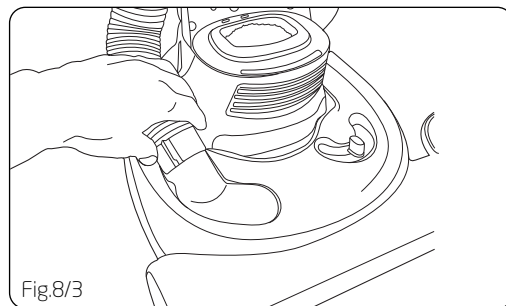


Fig.8/3

4. Remove the nozzle guard by removing the five (5) screws. Look for any obstructions and remove brushbar if necessary (Fig.8/4).

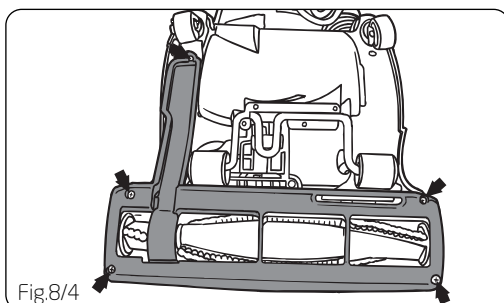


Fig.8/4

### Clearing Blockages from the TurboTool

1. Rotate the locking ring 180° and then turn the TurboTool® over (Fig.8/5).

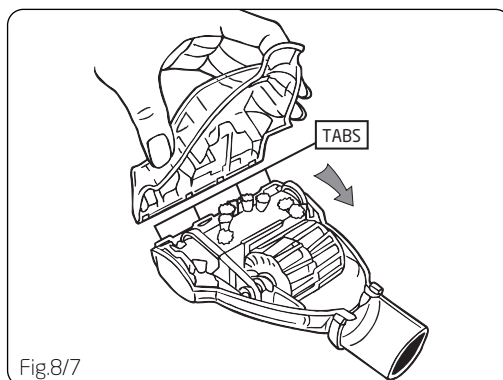


Fig.8/7

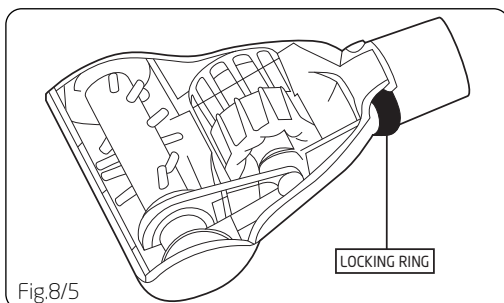


Fig.8/5

2. Pivot lowering housing and remove any blockage (Fig.8/6).

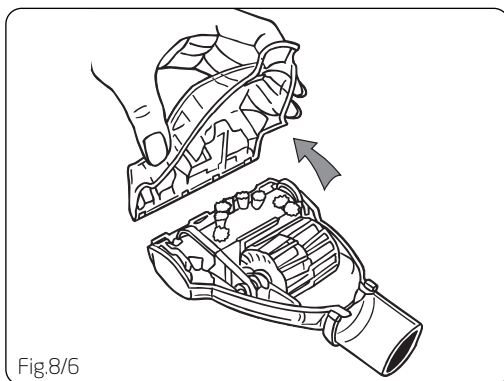


Fig.8/6

3. To re-assemble, ensure that the tabs are engaged. Pivot the lower housing closed and rotate the locking ring 180° (Fig.8/7).

## 9. Troubleshooting

**WARNING:** To reduce the risk of personal injury, unplug the vacuum cleaner before performing maintenance or troubleshooting checks.

### **PROBLEM: Vacuum cleaner won't run**

**Cause:** Not properly plugged into electrical outlet.

**Solution:** Plug in securely.

**Cause:** No electricity in the electrical outlet.

**Solution:** Check fuse or breaker.

**Cause:** On/off switch not turned on.

**Solution:** Push on/off switch to 'on'.

**Cause:** Motor thermostat has tripped.

**Solution:** Switch off and unplug the vacuum cleaner. Leave for one (1) hour before switching the vacuum cleaner back on.

**Cause:** Blown fuse/tripped breaker.

**Solution:** Reset circuit breaker or replace fuse.

### **PROBLEM: Cleaner won't pick up/loss of suction.**

**Cause:** Full or clogged dirt container.

**Solution:** Clean dirt container.

**Cause:** Wrong pile height setting.

**Solution:** Adjust brushbar height.

**Cause:** Clogged nozzle.

**Solution:** Remove obstruction.

**Cause:** Clogged dirt inlet.

**Solution:** Remove power head cover and remove obstruction.

**Cause:** Clogged hose.

**Solution:** Remove obstruction.

**Cause:** Broken belt.

**Solution:** Replace belt.

**Cause:** Hose not fully inserted.

**Solution:** Push hose in securely.

**Cause:** Dirty filters.

**Solution:** Clean/change filters.

### **PROBLEM: Accessories won't pick up.**

**Cause:** Accessories are not attached correctly.

**Solution:** Refer to page 7 for fitting information.

### **PROBLEM: Cleaner picks up moveable rugs or pushes too hard.**

**Cause:** Wrong brushbar height setting.

**Solution:** Adjust brushbar height setting.

### **PROBLEM: Brushbar does not turn.**

**Cause:** Broken belt.

**Solution:** Replace belt.

**Cause:** Belt not installed correctly.

**Solution:** Check belt changing and brushbar cleaning.

### **PROBLEM: Air flow restricted with attachment use.**

**Cause:** Attachment use restricts air flow.

**Solution:** Check attachment.

**Cause:** New carpet debris clogging air path.

**Solution:** Remove obstruction.

[www.vax.co.uk](http://www.vax.co.uk)

## 10. UK Service & Help

### Vax Care 0870 6061248

Monday-Friday 9.00am to 5.00pm.

An answerphone is available outside of these hours. Any queries or concerns about using the Vax, call the Vax Careline. Calls are charged at the UK national rate.

Please make a note of the serial number and model number of the carpet cleaner before calling. There are over 400 approved Vax Service Agents in the UK. For the nearest Service Agent, please call the Vax Careline.

[www.vax.co.uk](http://www.vax.co.uk)

## 11. Technical Specification

|              |                                                                                                                                        |
|--------------|----------------------------------------------------------------------------------------------------------------------------------------|
| Voltage:     | 230-240V ~50Hz                                                                                                                         |
| Wattage:     | 1700-2000W (dependent on model)                                                                                                        |
| Capacity:    | 4.2 litres max                                                                                                                         |
| Filters:     | HEPA (V-060, V-060U, V-060R, V-060A, V-060PP, V-060CT)<br>HEPA, carbon and antibacterial (V-060P, V-060PA)<br>HEPA and carbon (V-060C) |
| Cord length: | 7-9m (dependent on model)                                                                                                              |
| Weight:      | 8.7kg                                                                                                                                  |

Subject to technical change without notice.



## 12. Further Documents

The following documents follow:

Vax Registration Card

Vax Breakdown Plan Leaflet

## Registration Card

please complete in BLOCK CAPITALS and return within 7 days

Mr/Mrs/Ms/Miss

Initials

Surname

Telephone (please include your STD code)



House Number

Address

Postcode

(it is important to fill in your postcode)

Your details will be held and used by Dorchester & General Services Limited and Dorchester & General Insurance PLC and Vax to provide customer services, information about extended warranties and for other marketing purposes. We will disclose your information to our service providers and agents for these purposes. Your details may also be used by us or carefully selected third parties for other marketing purposes. We and the third parties may contact you by mail, telephone or email. If you do not wish third parties to receive your data or do not wish for us to use your data for other marketing purposes please put an X in this box.

To help keep your details accurate we may use information we receive from our partners. You can ask for a copy of your details (for a small fee) and to correct any inaccuracies. To make sure we follow your instructions correctly and to improve our service we may monitor or record our communications with you. Please note that failure to provide some or all of the information requested does not affect your statutory rights but may affect the quality of the service provided.

### Product Description

Date of Purchase

Model

Purchase Price

Serial Number

Were you given or did you purchase an extended guarantee? (please mark with an 'x')    Yes ☐    No ☐

If yes for how long? 1 year ☐ 2 years ☐ 3 years ☐ 4 years ☐

VARG/0902

Vax Registration Department  
Leicester House  
17 Leicester Street  
Bedworth,  
Warwickshire  
CV12 8JP

PLEASE  
AFFIX  
STAMP



# Low cost optional Breakdown Plan

For Complete Peace of Mind



## Total peace of mind for up to 5 years

The complete Breakdown Insurance Plan to protect your new appliance for up to 5 years.

- You will be protected against the full cost of repairs, including parts and labour in the event of a breakdown for an additional 2 or 4 years after expiry of the initial 12 month guarantee.
- If you choose to pay by Direct Debit your fee will be spread over a ten month period, with the first payment debited about 30 days after the mandate is received.
- After the initial protection has expired your plan will normally be renewable on an annual basis. Domestic & General will contact you to offer you the opportunity of extending the protection.

### Ease of repair if you are protected

If your appliance breaks down after the manufacturer's guarantee has expired, telephone Domestic & General to be directed quickly and efficiently to your nearest service agent. N.B. All repairs must be carried out by Vax authorised service agents.

## Yes! I wish to take out the optional BREAKDOWN INSURANCE

### What does it cost?

|  | Additional 2 years           |                            | Additional 4 years           |                            |
|-----------------------------------------------------------------------------------|------------------------------|----------------------------|------------------------------|----------------------------|
|                                                                                   | Cheque/Credit/<br>Debit Card | 10 Monthly<br>Direct Debit | Cheque/Credit/<br>Debit Card | 10 Monthly<br>Direct Debit |
| Vax Appliances<br>up to £100                                                      | £29.00                       | £2.90                      | £59.00                       | £5.90                      |
| Vax Appliances<br>£101 - £200                                                     | £34.00                       | £3.40                      | £64.00                       | £6.40                      |
| Vax Appliances<br>£201 and over                                                   | £39.00                       | £3.90                      | £74.00                       | £7.40                      |

We reserve the right to alter the fees at our discretion without prior notice.  
The rate of Insurance Premium Tax at time of going to press is inclusive.

### How to apply

Simply complete the form opposite and decide which payment method suits you best:

1. by direct debit over 10 months
2. by cheque/postal order
3. by credit or debit card

Please return the completed form to:

Vax Guarantee Department,  
Leicester House, 17 Leicester Street, Bedworth, Warwickshire, CV12 8JP.

You will receive your plan documents 14 to 28 days after your application is processed.



Read and complete Section A and Section B and return this form in an envelope to:  
 Vax Guarantee Department, c/o Domestic & General Insurance PLC, Leicester House,  
 17 Leicester Street, Bedworth, Warwickshire, CV12 8JP.

## Section B - Insurance Details and Payment Method

### Insurance Details

Period of protection required -

☐

additional 2 years

☐

additional 4 years

Fee £

### Payment Method

☐

I wish to pay by direct debit over 10 months (please complete mandate below)

☐

I enclose a Cheque/Postal Order payable to Domestic & General Insurance PLC

☐

Please charge my Mastercard/Visa/Delta/Maestro number

Expiry Date

Issue No.




**Declaration** I confirm that I have read Sections A and B and I hereby apply for the Vax Insurance Plan in accordance with the terms and conditions of your plan. I confirm that the equipment is in good working order and used for domestic purposes only and declare that the details in this proposal are true and complete to the best of my knowledge and belief.

Signature

Insurance Purchase Date

Warning: Any false statement may render your plan invalid

## DIRECT DEBIT PAYMENT PLAN

Instructions to your Bank or Building Society to pay by Direct Debit

Reference Number - **for office use only**

Originators ID. No.

9 9 7 0 5 0



### Instruction to your Bank or Building Society

Please pay Domestic & General Insurance PLC Direct Debits from the account detailed in this instruction subject to the safeguards assured by the Direct Debit Guarantee. I understand that this instruction may remain with Domestic & General Insurance PLC and, if so, details will be passed electronically to my Bank/Building Society.

To The Manager

Bank Building Society

Address

Postcode

Name(s) of Account Holder(s)

Bank/Building Society Sort Code

Account Number

### DOMESTIC & GENERAL INSURANCE PLC OFFICIAL USE ONLY

This is not part of the instruction to your Bank or Building Society

If you have a preferred collection date from your account (1st to the 28th only) please complete this section

Signature

Date

Banks and Building Societies may not accept Direct Debit Instructions for some types of account

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# Summary of Protection of the Extended Insurance Plan

## keyfacts

This plan summary does **not** contain the full terms and conditions of the insurance contract, which can be found attached to this leaflet.

**Insurance Provider:** The insurance plan is underwritten by Domestic & General Insurance PLC.

**Significant Features and Benefits:** This is a general insurance contract that provides cover for your domestic appliance against the costs of:

- Breakdown;

Please see the attached terms and conditions for a full explanation of these terms.

**Statement of price:** Your plan fee will include all costs of purchase such as premiums and taxes at the applicable rates.

**Significant Exclusions and Limitations:** The full list of what is not covered by your plan is contained in Section 2 of the Terms and Conditions attached. The following are significant exclusions and limitations to your cover:

- Breakdown costs if they are still covered elsewhere by any manufacturer's, supplier's, or repairer's guarantee or warranty;
- If your appliance is over 5 years old and cannot be repaired or is beyond economical repair, we will source a replacement for you and you will be required to make a contribution towards the cost.

What we will pay is shown below:

| Age of Equipment               | What we will pay                 |
|--------------------------------|----------------------------------|
| Over 5 years and up to 6 years | 50% of the current retail price* |
| Over 6 and up to 7 years old   | 40% of the current retail price* |
| Over 7 years                   | 30% of the current retail price* |

\*The current retail price is the lowest price reasonably available.

and if we cannot reasonably replace your appliance, you will receive vouchers for the amount we will pay;

- Delivery and installation charges where an appliance is replaced;
- Any costs you may incur to dispose of your original appliance;
- Costs arising from not being able to use your equipment;
- Cosmetic damage;
- Accidental damage;

**Duration of the Insurance Contract:** Your breakdown protection will commence at the expiry of the manufacturer's guarantee and continue for a period of 2 or 4 years, depending on what you have selected on your application form. You should review this cover periodically to ensure it remains adequate.

### Cancellation and Termination:

- You may cancel the plan at any time during the 14 day period after receiving your plan document. If you have already claimed for a repair you may be charged a £10 administrative fee. No refund will be due if you have already claimed and this results in a replacement appliance or write off settlement.
- You may cancel the plan at any time after the initial 14 day cancellation period by giving 14 days' notice, and the following will apply:
  - a) If you cancel the plan during your manufacturer's guarantee period, and you have not made any claims under this plan, we will give you a full refund;
  - b) If you cancel the plan after the manufacturer's guarantee period has run out, and you have not made a claim, we will refund the part of the monies you have paid relating to the remaining full months of cover;
  - c) If you cancel the plan and you have made any claim, then no refund will be paid;

- If your appliance is beyond economical repair, and we have met our obligations to you under the plan to provide you with a replacement appliance or monetary settlement, no fees will be refunded and your plan will end.

You can request a cancellation, by calling us on 08702 426 747, by emailing us at [web.support@domgen.com](mailto:web.support@domgen.com) or by writing to Domestic & General's Customer Service Manager, Domestic & General Insurance PLC, Leicester House, 17 Leicester Street, Bedworth, Warwickshire, CV12 8JP.

We can cancel your plan by giving you 14 days notice in writing to your last known address. A refund of the amount paid for the remaining full months of protection will be given.

**How to arrange a repair:** You can find details of how to arrange your repair in section 7 of your plan document. If you need to contact us before this arrives, call us on 08702 426 748.

### How to Contact us or Complain:

If you wish to contact us or complain, then:

- Call the Customer Service Department on 08705 490000;
- Write to the Customer Care Manager at Domestic & General Insurance PLC, Leicester House, 17 Leicester Street, Bedworth, Warwickshire CV12 8JP;
- Email us at [web.support@domgen.com](mailto:web.support@domgen.com) or by clicking on 'contact us' at [www.domgen.com](http://www.domgen.com)

We hope that you will be satisfied with our response to your enquiry. If you are not satisfied, you can ask for your case to be reviewed by Domestic & General and a final decision made on behalf of the Managing Director.

If you are still not satisfied you can ask the Financial Ombudsman Service to review your case. They can be contacted at: South Quay Plaza, 183 Marsh Wall, London E14 9SR. Email: [enquiries@financial-ombudsman.org.uk](mailto:enquiries@financial-ombudsman.org.uk)

**The Financial Services Compensation Scheme:** We are covered by the Financial Services Compensation Scheme. You may be entitled to compensation under the scheme if we cannot meet our obligations. This depends on the type of business and the circumstances of the claim. Our obligations are covered for 100% of the first £2,000 and 90% of the remainder of the claim without any upper limit. Further information about compensation scheme arrangements is available from the FSCS at [www.fscs.org.uk](http://www.fscs.org.uk) or by writing to them at: FSCS, 7th Floor, Lloyd's Chambers, 1 Portoken Street, London E1 8BN

### Direct Debit Guarantee:

This guarantee is offered by all Banks and Building Societies that take part in the Direct Debit Scheme. The efficiency and security of the scheme is monitored and protected by your own Bank or Building Society. If the amount to be paid or the payment dates change, Domestic & General will notify you 14 days in advance of your account being debited or as otherwise agreed. If an error is made by Domestic & General or your Bank or Building Society, you are guaranteed a full and immediate refund from your branch of the amount paid. You can cancel a Direct Debit at any time by writing to your Bank or Building Society. Please also send a copy of your letter to us. N.B. The fee will be collected over 10 consecutive months commencing approximately one month after receipt of the completed application. On expiry of the initial period the renewal fee will be deducted on a quarterly basis unless cancelled.



## Terms and Conditions of the Extended Insurance Plan

### Significant features and benefits explained

The following are definitions of the different types of benefits available to you.

#### Breakdown

The cost of repair to the equipment following a mechanical or electrical fault which stops the equipment working properly.

#### 1. Terms of replacement

We will always, subject to the full terms, conditions and exclusions of your plan, repair your equipment unless:

- a) we cannot repair it; or
- b) we cannot obtain the spare parts to repair it; or
- c) if it is under 5 years old and we can replace it for less than the cost of the repair; or
- d) if it is over 5 years old and the cost of the repair is more than we will pay - see the box below

| Age of Equipment               | What we will pay                |
|--------------------------------|---------------------------------|
| Over 5 years and up to 6 years | 50% of the current retail price |
| Over 6 and up to 7 years old   | 40% of the current retail price |
| Over 7 years                   | 30% of the current retail price |

(The current retail price is the lowest price reasonably available)

- We will only replace your equipment if we have agreed to do so before a repair is carried out. When we have replaced your equipment, your plan will end immediately and there will be no refund of the fee you have paid. When we have replaced your equipment you may dispose of the original equipment if it is in your possession.
- If we do not repair your equipment we will replace it with equipment of the same or similar make and specification. For equipment which is over 5 years old and up to 6 years old we will ask you to pay 50% of the current retail price of the equipment. For equipment over 6 years old and up to 7 years old we will ask you to pay 60% of the current retail price and for equipment over 7 years old we will ask you to pay 70%. You must also pay us for our supplier's delivery and/or installation charges and any outstanding fee instalments.
- If we cannot reasonably arrange a replacement we will pay you a contribution towards the cost of the new equipment, usually this will be vouchers redeemable from a retailer chosen by us. We will calculate this contribution using the age of your equipment and the current retail price, as shown in the 'What we will pay' table above.
- We will not be responsible for any costs that you may incur to dispose of your original equipment.

#### 2. What is not included in your plan

- a) Costs provided by any manufacturer's, supplier's or repairer's guarantee or warranty.
- b) The equipment being recalled by the manufacturer.
- c) The cost of modifying the equipment.
- d) Claims arising from your failure to follow the manufacturer's instructions.
- e) Claims arising from using your equipment in a non-domestic or commercial environment unless we agree to the use in writing beforehand.
- f) Theft, attempted theft, malicious damage or damage caused by fire or explosion.

- g) Claims arising from floods, lightning, storms, frost or other bad weather conditions.
- h) Claims arising from any problem with the supply of electricity, gas or water.
- i) Costs if no fault is found with your equipment.
- j) Routine maintenance, cleaning and servicing.
- k) Labour charges for work outside our repairer's normal working hours which are Monday - Friday 9am to 5pm.
- l) Repairs carried out outside the United Kingdom, unless we agree otherwise in writing.
- m) Costs arising from not being able to use your equipment or from damage caused when the equipment breaks down, including any costs to remove or reinstate built-in or fitted equipment.
- n) Cosmetic damage such as damage to paintwork or dents or scratches to the equipment.
- o) The cost of replacing any item or accessory that is intended to be replaceable. These include: fuses, batteries, light bulbs, fluorescent tubes and related starters, filters, attachments, cables, plugs, light covers or rain covers.
- p) Costs due to rust, corrosion or water damage.
- q) Delivery and installation charges if a replacement takes place as detailed in 'Terms of replacement'.
- r) Accidental Damage - The cost of repair to the equipment following physical damage as a result of a sudden and unforeseen cause which stops the equipment working properly.

This plan will not protect against claims arising from third party or personal injury.

#### 3. How to arrange a repair

You can find details of how to arrange your repair in section 7 of your plan document. If you need to contact us before this arrives, call us on 08702 426 748.

You must use our approved repairer who will normally send the repair bill to us so that you have no repair bill to pay. In the unlikely event that we advise you to pay the repairer yourself, we will tell you how to claim.

#### 4. How to contact us or complain

- Call our Customer Service Department on 08705 490 000.
- Write to the Customer Care Manager at Domestic & General Insurance PLC, Leicester House, 17 Leicester Street, Bedworth, Warwickshire, CV12 8JP.
- Email us at [web.support@domgen.com](mailto:web.support@domgen.com) or by clicking on 'contact us' at [www.domgen.com](http://www.domgen.com).

We want you to contact us so that we know what you think of us and the services we provide. We hope that you are satisfied with our response to your enquiry. If you are not satisfied, you can ask for your case to be reviewed by us and a final decision made on behalf of the Managing Director.

If you are still not satisfied you can ask the Financial Ombudsman Service to review your case. They can be contacted at:  
South Quay Plaza, 183 Marsh Wall, London E14 9SR  
Email: [enquiries@financial-ombudsman.org.uk](mailto:enquiries@financial-ombudsman.org.uk)

#### 5. Your right to change your mind / cancellations

- You may cancel the plan at any time during the 14 day period after receiving your plan document. If you have already claimed for a repair you may be charged a £10 administrative fee. No refund will be due if you have already claimed and this results in a replacement appliance or write off settlement.

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- You may cancel the plan at any time after the initial 14 day cancellation period by giving 14 days' notice in writing, and the following will apply:
  - If you cancel the plan during your manufacturer's guarantee period, and you have not made any claims under this plan, we will give you a full refund;
  - If you cancel the plan after the manufacturer's guarantee period has run out, and you have not made a claim, we will refund the part of the monies you have paid relating to the remaining full months of cover;
  - If you cancel the plan and you have made any claim, then no refund will be paid;
- If your appliance is beyond economical repair, and we have met our obligations to you under the plan to provide you with a replacement appliance or monetary settlement, no fees will be refunded and your plan will end.

You can request a cancellation, by calling us on 08702 426 747, by emailing us at [web.support@domgen.com](mailto:web.support@domgen.com) or by writing to Domestic & General's Customer Service Manager, Domestic & General Insurance PLC, Leicester House, 17 Leicester Street, Bedworth, Warwickshire, CV12 8JP.

We can cancel your plan by giving you 14 days notice in writing to your last known address. A refund of the amount paid for the remaining full months of protection will be given.

#### 6. Renewing your contract

At the end of your period of protection, we will write to you about renewing.

- If you pay by direct debit, we will send you a renewal notice showing the amount we will automatically collect, unless you inform us otherwise.
- If you pay by any other means, you will receive a renewal notice showing the amount to pay. You will need to return this with payment for protection to continue.

#### 7. Fraud

This plan will not be valid if any information you give us is false or exaggerated.

#### 8. Governing law and your statutory rights

Purchasing this plan does not affect your statutory rights. The information provided, including the terms and conditions have been provided in English. We will communicate in English, and English Law will apply to all our insurance contracts unless we agree otherwise with you.

#### 9. Rights of third parties

This plan is for the benefit of you and anyone else we have agreed with you. No benefits will be given to anyone else.

#### 10. Transferring your plan

You can transfer your plan to a new owner of the equipment as long as you give us written details of the new owner. Your plan cannot be transferred to any other equipment.

#### 11. Phoning us

We may record your phone calls with our representatives to monitor and improve the quality of the service we provide.

#### 12. Other plans or insurance

If, when you require breakdown protection, there is any other service agreement or an insurance policy under which you are entitled to claim, we will only pay an appropriate proportion.

#### 13. Statement of Price

Your plan fee will include all costs of purchase such as premiums and taxes at the applicable rate.

#### 14. The Financial Services Compensation Scheme

We are covered by the Financial Services Compensation Scheme. You may be entitled to compensation under the scheme if we cannot meet our obligations. This depends on the type of business and the circumstances of the claim. Our obligations to you are covered for 100% of the first £2,000 and 90% of the remainder of the claim without any upper limit. Further information about compensation scheme arrangements is available from the FSCS at [www.fscs.org.uk](http://www.fscs.org.uk) or by writing to them at: FSCS, 7th Floor, Lloyd's Chambers, 1 Portoken Street, London E1 8BN

#### OTHER IMPORTANT PRE-CONTRACT INFORMATION

##### Further information about us and our regulator

Domestic & General Insurance PLC (company number 485850), whose office address is Swan Court, Mansel Road, Wimbledon SW19 4AA, is authorised and regulated by the Financial Services Authority (FSA registration number 202111). Our address and details of our authorisation can be checked on the FSA web site ([www.fsa.gov.uk/register](http://www.fsa.gov.uk/register)) or contacting the FSA on 0845 606 1234.

##### Our product and our service

Domestic & General Insurance PLC only offers its own insurance products, which meet the demands and needs of those who wish to ensure that their domestic electrical appliance is protected against the costs of repair or replacement in the event of a breakdown. We are providing you with information about the details of our product and its terms. You will not receive advice from us on whether it is suitable for your needs - you should make your own choice whether it is suitable.

##### Important Data Protection Information

If you provide us with information about another person, you confirm that they have appointed you to act for them, to consent to the processing of their personal data including sensitive personal data and that you have informed them of our identity and the purposes (as set out in the Important Data Protection Information displayed when you register your appliance) for which their personal data will be processed.

You are entitled to ask for a copy of the information we hold about you (for which we may charge a small fee) and to have any inaccuracies in your information corrected.

For quality control and training purposes, we may monitor or record your communications with us.

If your personal details change, if you change your mind about any of your marketing preferences or if you have any queries about how we use your information, please let us know by contacting our Mailing Exclusion Team, Domestic & General, Leicester House, 17 Leicester Street, Bedworth, Nuneaton, Warwickshire, CV12 8JP.

All our paper is from sustained, managed forests



DOMESTIC & GENERAL

Underwritten by Domestic & General Insurance PLC,  
Swan Court, Mansel Road, Wimbledon, London SW19 4AA

Registered No. 485850 England. Registered Office at above address. A member of the Association of British Insurers and of the Financial Ombudsman Service. Authorised and regulated by the Financial Services Authority.

DG00569/0405



### EEC STATEMENT OF COMPLIANCE

Manufacturer/EEC importer: Vax Limited, hereby on our own responsibility, declare that the V-060 series bagless upright vacuum cleaners are manufactured in compliance with the following Directives:

**Safety:** 2006/95/EC Low Voltage Directive

**EMC:** 89/336/EEC Electromagnetic Compatibility Directive



Waste electrical products should not be disposed of with household waste. Please recycle where facilities exist. Check with your Local Authority or retailer for recycling advice.

Vax Ltd., Kingswood Road, Hampton Lovett, Droitwich, Worcestershire, WR9 0QH, UK  
email: [info@vax.co.uk](mailto:info@vax.co.uk) - website: [www.vax.co.uk](http://www.vax.co.uk)